

Mohammed Ali

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Dear Sir,

It is with great interest that I am forwarding my resume for consideration as a staff for a suitable post within your organization. Combining my previous experience within customer-centered environments with strong interpersonal and communication abilities, I am confident that you will quickly realize my ability to make major contributions to your organization. Therefore, I ask you to consider the following in addition to my enclosed resume:

- Possess a great work ethic and superb team skills.*
- Ability to work under extreme pressure with ease,*
- Proven experience in customer service positions, including customer relations, cash handling, cargo handling, handling logistics & warehouse activities*
- Excellent communication and interpersonal skills; takes initiative in managing client relationships and developing effective working relationships with clients.*
- Ability to adapt quickly in new and changing business, social, and cultural environments.*
- Quick learning ability, multitasking, managerial & negotiation skills.*

My record of schoolwork, employment, and volunteer activities demonstrates attributes that make me a valuable employee. In all of my employment and volunteer positions, I have maintained an excellent record of being on time, prepared, and eager to take on new responsibilities.

My resume is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview would more fully reveal my desire and ability to contribute to your organization. Thank you for your time and consideration, and do not hesitate to contact me if you have any questions. I look forward to speaking with you soon.

Sincerely,

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PROFILE:

I Have more than 6+ years *valuable experience* in *exceed customer satisfaction* by *providing high level Service through IT Service process driven approach*, and *continual improvements based on customer Feedbacks*. *Pro-active, self-starter, team player and quick learner*.

Area of Interest:

System administrator / Server Support.
Desktop / Technical / Customer Support.
Information Technology Support
IT Specialist

OBJECTIVE:

Seeking a suitable position looking for substantial responsibility where my post and varied experience would be fully utilized in a career opportunity, where making significant Contribution to the success of my employer will gain me career advancement opportunities.

Technical SKILLS:

- All Operating system
- All MS Office
- Installation of all antivirus, Scan and remove virus.
- Defray the hard drives on computer functioning too slowly.
- Remove unused files and software to put the software all the computer in their functional order
- Over all the files to keep unscrupulous and infected effects away.
- Look after the single window service.
- Conduct the supervisory checkup.
- Ensure a smooth functioning of the all the system.
- Devised a safety method to keep all the confidential matters safe.
- Chang regularly the secret code and the password of company Structure.
- Repair and maintain the computers and servers.
- Configure new hardware, install and update the software packages.
- Create and maintain computer networks.
- Look after physical and investigative processes, including technical Support.
- Accomplish the job of data recovery and system administration.
- Remove all kinds of snags as well as problems including spy ware and Viruses.
- Handled desktops, mainframes, supercomputers, laptop and hand held.
- Repaired a range of peripherals, including input devices like keyboards, Mouse, and scanners etc....

PROFESSIONAL EXPERIENCE:

- ***Bavaria Motors pvt ltd. (B.M.W)***

Presently working as, It Specialist in Bavaria Motors (B.M.W)

Stationed at Verna Goa

Working since Oct 2019 – Till Now....

- ***Acron Regina Fortune (ITC Member)***
As Senior It Executive
- ***Kyriad Prestige Hotels (Calangute)***
As Guest Service Executive IT
- ***CITRUS HOTELS (Calangute & Candolim)***
As Guest Service Associate IT
- ***C.M.S (CIPLA)***
As Customer F.M.S Engineer
- ***Bartronics India pvt ltd (M.P.T)***
As Customer IT Supervisor Engineer
- ***City computer solutions (Wipro)***
As Customer Support Engineer
- ***VTECHTM COMPUTER SOLUTION***
Customer Support Engineer

Responsibilities:

- Operating Systems: Windows XP, Windows 7, Windows 8 & Server
- Troubleshooting the queries raised by the users and rectifying the errors as soon as possible
- Checking and updating the OS used
- Installing antivirus and updating the same
- Installing all the software used by the users
- Backup the data twice a week
- Updating all Server for Windows Patch Updates.
- Checking the Connectivity between the Web servers.
- Providing solutions for all hardware & software related issues.
- Checking the Application
- Co-operating with the Remote centers to resolve their Connectivity Problem.
- Reports for Attendance and IP Details.
- Monitoring the servers and Network Monitoring tool to monitoring bandwidth.
- Calling the centers facing connectivity problems when they experience any problem and clear the problem.
- Provide quick resolutions towards technical issues faced by customers.
- Respond quickly to customer needs with efficient, personalized service; and get immediate access to prices, availability, and stock location with a customizable POS screen.
- Support retail industry standards, including OPOS, to maximize POS hardware and Peripheral choice.
- Provide Technical support for Wi-Fi internet connection, AP installation
- Handle entire process and interact with Client, prepare reports on daily basis and communicate with client via phone and e-mail to resolve the queries, issues and problems in regards of Customer issues
- Responsible for providing help, support and assistance in initial installation of the system, setup and maintenance of the user account, data recovery, etc.
- Assist with the evaluation, installation, configuration, testing and support of the Clients' computer hardware and software, diagnosing and resolving configuration and installation conflicts, user problem resolution, contact and monitor the work of vendors as needed, and other day-to-day IT support functions
- Troubleshooting & Training of IDS software (PMS, POS, ACR, Banquet Sales, Financial Management, Material Management, HR & Payroll system). Also, applications like Protel, XnPOS & WinHMS.
- Operation and minor repair of EPABX system (Alcatel & Syntel).
- Maintaining firewall (SONICWALL) (Cyberoam).
- Creation and configuration of email accounts through MS Outlook 2007, 2010, 2013
- Windows mail Etc.
- Configuration Wireless WI-FI controller and access points




EDUCATIONAL QUALIFICATIONS:

- ***B.Sc. IT.: I.I.M.E (March 2012)***
- ***HSSCE: I.I.M.E(March 2009)***
- ***SSCE: Shree Susenashram High School (2006)***

TECHNICAL QUALIFICATION:

- *Diploma in Software Management from COMPUTER ACADEMY, Vasco-Da-Gama, Goa.*
- *Diploma in computer hardware & networking from V- TECH COMPUTER SOLUTION, Goa.*

COMPUTER PROFICIENCY:

-  Certificate of Microsoft Office
-  Mac OSX, Windows OS, MS Word, MS PowerPoint, MS Excel, Outlook and all mail configuration, Strong command over internet browsing & communication with added windows troubleshooting ability.
-  All basic software for customer handling issues, queries and complaints.

PERSONAL DATA:

Date of Birth : JUNE 17, 1991

Sex : Male

Marital status : Married

Nationality : Indian

LANGUAGES KNOWN:

ENGLISH, HINDI, MARATHI & KONKANI

I hereby declare that the statements and information furnished above are true to the best of my knowledge and belief.

Mohammed ALI